

CHAIR'S CORNER – Quality is a Year-Round Commitment

by Jo Haberstk

Our October dinner meeting was another great one – with the topic of Assessments and speaker Rick Warriner, who received very high marks from those in attendance.

Our November 12 meeting will focus on internet security and safety, with presenter Cerise Peck sharing tips on how we can protect our children, grandchildren and others (including ourselves!) from online predators, fraud and more.

We will also be supporting the Tri-City Union Gospel Mission in November, and ask that everyone consider bringing food, household items and/or clothing to the November meeting. If you are unable to attend the meeting in person, you can check their urgent needs list online or make a monetary donation, if you'd like to. I have seen firsthand their facilities and know that they provide much-needed services in our community.

November is also World Quality Month, with November 14 being World Quality Day. You probably all knew this, right? I'm often surprised to see that this doesn't seem to get much visibility in the press, especially since quality is so important in all aspects of our lives. You don't have to be a quality assurance engineer or auditor to be aware of, appreciate and use many of the tools of quality. Who doesn't notice and appreciate good customer service and quality products? Conversely, who doesn't notice right away when something is not of the level of quality we expect?

I have a challenge for everyone reading this. Let's all commit doing at least three special things in the month of November to celebrate quality and to help promote quality in our professional and/or personal lives. It doesn't have to be anything too fancy, maybe something to help improve a process at work or in an organization you belong to, or to help out in your local community in some way.

Quality is wide-ranging and encompasses so many different types of activities. Here are a few ideas:

- Read a book or attend a workshop or training course (or ASQ meeting!) to improve your own skills
- Share a good article you've read with others
- Contact a local charitable organization and volunteer a few hours of your time
- Get out your athletic shoes and coach (or referee!) a youth sports team
- Pay for the drink or food of the person in the car behind you at fast food or espresso drive-thru.

Put on your thinking caps, and celebrate World Quality Month in style. And, remember, we should all strive for continuous improvement and support quality every day of the year. Pay it forward!

- Jo

Doing the Right Things

submitted by Robert Boykin

Did you know that October is Fire Prevention Month? This encompasses a number of things, including raising awareness about fire safety and helping to ensure our families are prepared in the event of an emergency.

This year's campaign recognizes the everyday people who motivate their households to develop and practice a home fire escape plan, since these seemingly basic behaviors can have life-saving impacts. Also, Halloween is almost here.

Whether you are addressing fire safety at home or at work, or discussing ways to stay safe with your family during Halloween outings, sound ethical thinking supports good decision making in doing the right things.

Some guiding principles taken from authorities are offered below to assist us all in doing the right things.

Consider working to exceed expectations. It is said there are no traffic jams along the extra mile.

Develop your accountability. At the end of the day, we are accountable to ourselves – our success is a result of what we do.

Listen to and respect the opinions and decisions of others. One of the most sincere forms of respect is actually listening to what another has to say.

Demonstrate honesty, integrity, and professionalism. Real integrity is doing the right thing, knowing that nobody is going to know whether you did it or not.

Keep your commitments. People with good intentions make promises. People with good character keep them.

Stay focused. Ignore the distractions, and you will accomplish your goals more effectively.

Do the right thing. Doing the right thing is a decision, which in many cases means you stand alone.

Sound ethical thinking at home and at work is about making the right choices to ensure the safety of others and ourselves. Staying alert to items that can assist in doing the right things go a long way in encouraging good decision making.

Stay focused on doing the right things, even when you think you are.

Be well and be safe.

- Robert

TUESDAY
NOVEMBER 12, 2019

“Quality of (Online) Life: Be Careful Out There

LOCATION:

Joker’s Event Center
(aka Atomic Bowl/Comedy Club)
624 Wellsian Way
Richland, Washington

5:30 p.m. – Check/in
Networking

5:45 p.m. – Place dinner orders
(everyone orders from the
restaurant [menu](#) and pays
individually)

6:00 p.m. – Dinner

6:30 p.m. – Presentation

NOTE: If planning to order food,
please try to arrive by 5:45 to
allow adequate time for
everyone to be served and eat
dinner prior to the presentation
start time.

Cost:

No charge for ASQ members

\$5 for non-members

Please RSVP by November 6
for planning purposes.

Email 0614asq@gmail.com with
your name, contact information,
and type of reservation (dinner
and presentation, or just the
presentation).

Attendance at this meeting earns
0.5 RUs toward ASQ recertification.

For more information about our
ASQ section and other upcoming
events: www.asq614.org/



Cerise Peck, Crime Prevention Specialist **Richland Police Services / SER-ICAC**

With so many scams prevalent in today's world of advanced technology, why do so many individuals seem to believe they are not likely to ever be scammed? Predators and thieves are experts at using technology to steal from and do harm to unsuspecting folks.

For many of us, a large portion of our lives these days is lived online. We connect with family and friends on social media. We work online and play online. We shop online for everything from cereal to computers to cars. Many of us do much if not all of our financial transactions online.

Internet safety has become a fundamental topic in our digital world and includes knowing about one's Internet privacy and how one's behaviors can support a healthy interaction with the use of the Internet.

School has been back in session now for a couple months, which means social media use by children is more prevalent, due to peer-to-peer sharing. While Facebook, Twitter, Instagram, Snapchat and other sites are certainly not all bad, it is important to be aware of the potential dangers to all of us.

The term “online predator” often conjures up the image of a creepy older man at a computer screen waiting to lure an unsuspecting child. Internet safety statistics do not support this. Predators come in all ages and backgrounds and can easily contact children using Snapchat, Instagram, Tik Tok and other apps.

Being safe online applies to all of us, not just children. As adults, it's also important to pay attention to what we post and share online. Some parents (and other relatives) are very proud and excited about kids going to school, being in the band, playing sports, etc., that they post pictures that may include the child's school and other frequented locations. Similarly, we may post pictures of our Halloween and Christmas decorations that include our front door and street address. Everyone we are connected to can see this information, and that can be dangerous. Others can save and take these images and post them to other accounts and unsavory websites.

Join us on November 12 to learn more about what you can do to help keep your children, other family members, friends and yourself safer in today's ever-evolving high tech world.

***About the speaker:** Cerise Peck is the Crime Prevention Specialist at the Richland Police Department and part of the South-East Regional Internet Crimes Against Children Taskforce. She currently serves as the District 8 Regional Director for the Washington State Association of Crime Prevention. Born and raised in the Tri-Cities, Cerise has worked in the legal field for 19 years in both the private and public sectors. She studied Criminal Justice at Central Washington University and Washington State University. She is a mother of a 10-year-old and a 12-year-old – which is where she gets her passion to serve and to speak to the community on this important topic.*

YOUR HELP IS NEEDED TO KEEP OUR SECTION GOING IN 2020!

by Jo Haberstk

I'll keep this short and sweet. Do you want Columbia Basin ASQ to continue as a section next year?

To keep our section operational, we are required by ASQ to fill several officer positions (Chair, Treasurer, Secretary) and other appointed roles (Membership, Audit, Nominations) every year. The level of work in each role varies, but with a good team of volunteer leaders the work can be spread out so it doesn't require more than a few hours (if that) of time each month.

I'm surprised that with the number of local (Tri-Cities and nearby) members in our section that more folks don't step up each year and offer to help out with our activities. I understand about other commitments – work, family, church, hobbies – but we are all quality professionals, and I would hope we all want to help spread the word and provide programs and activities to support continuous improvement in all aspects of our lives and communities.

If you are interested and willing to help out in 2020, please contact me or another of our section leadership team members by October 28.

INVITE A FRIEND OR OTHER GUEST TO THE NOVEMBER MEETING

(and you might win a gift card)

We're offering an incentive again for the November 12 dinner meeting. This meeting will likely be of interest to a lot of folks – not just current ASQ members. So...

All current Columbia Basin ASQ members who bring a guest/invite a friend to the November 12 dinner meeting, per the rules below, will be eligible to possibly win a gift card:

- The member or invited guest (non-ASQ member) must make a reservation prior to the November 6 deadline and must attend the full dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as *your* guest.
- All members with an invited guest(s) will be entered into the evening's drawing for a Starbucks gift card. One gift card will be awarded.
- There is no limit on the number of guests a member may invite - each guest will be considered another entry into the drawing.

Please share the meeting announcement (also posted on our [website](#)) with others, and invite them to join you for this meeting.

QUOTE OF THE MONTH

"Good friends are like stars. You don't always see them, but know they're there."

~ Author Unknown

BRING DONATIONS TO NOVEMBER 12 MEETING: SUPPORT THE TRI-CITY UNION GOSPEL MISSION:

Please join us in supporting the Tri-City Union Gospel Mission at our November 12 dinner meeting. Bring your donations of non-perishable food, household items and clothing to the meeting.

The Tri-City Union Gospel Mission serves homeless and impoverished individuals and families in southeast Washington and northeast Oregon. Just about everyone in our area has heard of the Mission but not many know the extent of the services they provide. (Our ASQ section toured their new men's facility in June and it was very educational.) In the past year, the Mission has served over 73,000 hot and nutritious meals and provided over 33,000 nights of shelter to those in need.

Running the Mission is very similar to running your own home, except on a much bigger scale. Just think of all the things you need for your family. Most of the same things are needed to keep the Mission operating smoothly and to support the men, women and children they assist. Items such as sugar, mayonnaise, canned vegetables, garbage bags, cough drops and cleaning supplies are needed. The men's shelter needs socks, backpacks and deodorant. The women and children's shelter needs winter clothing, socks, etc.

Here is a link to a list of [items needed most](#) at this time. Another item always appreciated at the Mission is bus tickets.

Monetary donations will also be accepted at the meeting. Thank you for supporting others in need!

OCTOBER MEMBER GIFTS – QUALITY 4.0

"There has never been a time of greater promise, or greater peril." - Klaus Schwab

Quality 4.0 is here! New technologies such as Artificial Intelligence (AI), the Internet of Things, Augmented and Virtual Reality, Big Data, and Blockchain are revolutionizing how business is being done. While these new tools can be exciting, they can also be challenging – especially for quality professionals needing to implement the technologies and lead others through the changes.

This month's free gifts for ASQ members include:

- **ASQTV videos** including *The Big Data Standard*, *Taking Control of the Internet of Things*, *Smart Manufacturing and the Future of Technology in Manufacturing*, and *Digital Transformation and Blockchain*
- **Keynote speaker presentations** including *People First, Digital Second* (Cheryl Cran) and *Leading Disruptive Change* (Charlene Li)
- **Expert webcasts** including *How to Bring Creativity to the Workplace Before an AI Robot Steals Your Job* (Jeff Leisawitz) and *AI, Machine Learning and Quality* (Nicole Radziwill)
- **Articles, Case Studies** and more!

Access your free member gifts [here](#) by October 31. And don't forget that viewing all the webcasts equals approximately 6.5 hours (or 0.65 RUs) of home study activity under courses. Click [here](#) for details.



WORLD QUALITY DAY IS NOVEMBER 14

Quality Professionals are individuals who support, develop and implement quality competence and culture in organizations and stakeholders, using their unique views and skills in establishing systems of operational governance, assurance and improvement.

Of course, we do this every day, not just once every year!

World Quality Day is a specially designated day and opportunity to network and share with others. It is celebrated annually on the second Thursday in November and provides a great opportunity to celebrate the achievements of your team and organization, and to recognize team members who help sustain and improve performance every day of the year.

How will *you* celebrate World Quality Day? [Click here](#) for a link to a poster and other ideas for sharing and showing your support.

UPCOMING ASQ CERTIFICATION EXAMS

If you are interested in ASQ certification, be sure to apply by November 8 for the following exams:

- Certified Six Sigma Green Belt
- Certified Quality Improvement Associate
- Certified Quality Process Analyst
- Certified Quality Auditor
- Certified Calibration Technician
- Certified Quality Engineer
- Certified Software Quality Engineer
- Certified Pharmaceutical GMP Professional

The testing window for these certifications is December 6-22. For more information about ASQ certifications, click [here](#).

Ready to start preparing for an exam? Download a copy of the [ASQ Certification Preparation Resources](#), a comprehensive guide to all ASQ certifications.

BUILDING BRIDGES EVENT OCTOBER 23

5:30 pm to 7 pm at Bleyhl Co-Op in Pasco

Interested in networking with other professionals in the Tri-Cities area? Check out this Building Bridges event in Pasco on October 23, hosted by the Pasco Chamber of Commerce and in partnership with the West Richland, Benton City and Tri-Cities Hispanic Chambers of Commerce! (Our ASQ section is a member of the West Richland Chamber.)

Bring a friend and some business cards to this fun and free event, which will be held at Bleyhl Co-Op, 6705 Chapel Hill Boulevard, in Pasco. Some light snack food will be provided by Great Harvest Bread Company.

DISC BEHAVIORAL WORKSTYLES

Free SCORE Workshop October 23 in Pasco

Want to learn how to work better with your peers, supervisors and team members?

Join Donna Davis with SCORE Mid-Columbia to learn how to enhance your leadership skills through self-improved awareness. You will learn to facilitate better communication among your peers and staff and learn to understand your DISC (dominance, influence, steadiness and conscientiousness) communication techniques.

At this SCORE workshop, sponsored by the Tri-City Development Council, you will learn how to:

- Enhance your leadership skills through improved self-awareness
- Facilitate better communication and teamwork within your organization
- Increase organizational performance through DISC communication techniques.

The training will be held from 4 pm to 5 pm on October 23 at the Port of Pasco office. For more information and to register, click [here](#).

UPCOMING MCLDA EVENTS THIS MONTH AND NEXT

Webinar, Networking, Tour

Our friends at Mid-Columbia Leadership Development Association (MCLDA), a chapter of the National Management Association, have invited ASQ members to join them for any or all of several upcoming activities. Check them out!

“Followership – The Other Side of Leadership” - Live Webinar October 24 - Join from your office or home at 12 pm or 3 pm (EDT) – no charge for ASQ members; contact [Floreine](#) to sign up.

This webinar will showcase the tenants of followership (such as creating a climate of mutual trust) and present them as an integral part of building individual competency in leading oneself and fostering a culture of shared leadership.

Halloween Networking and Learning Event – October 24 from 5:30 pm to 8 pm at Bookwalter Winery in Richland

This is a great opportunity for networking and fun (costumes encouraged but not required). Special guest Krista Patterson will share information on “The Value of Personal Branding.” Cost is \$20 per person. Contact [Floreine](#) or call/text 225-572-7188 to RSVP.

Group Tour at Solar Spirits in Richland – November 14, starting at 5:30 pm.

Following the tour (and tasting) attendees will meet for dinner at Michele’s. Cost is \$20 for the tour and dinner, or \$5 for just the tour. Contact [Floreine](#) to sign up.

LIVE2LEAD LEADERSHIP GATHERING OCTOBER 25

Simulcast Event in Richland Features John Maxwell and Other Experts

Live2Lead is an annual leadership gathering developed by The John Maxwell Company. For five years, Live2Lead has shared leadership and personal growth principles to a live audience and over 300 simulcast locations around the world.

Attendees learn from renowned leadership experts in various industries, gain new perspectives on relevant topics, and leave prepared with practical tools to maximize their leadership abilities and trajectories. The intent is that attendees leave equipped and excited to lead and create change with renewed passion and drive.

This year's event will be held at Bethel Church in Richland from 9 am to 1 pm PDT. Speakers (simulcast) include John C. Maxwell, Angela Ahrendts, Rachel Hollis, Marcus Buckingham, and Chris Hogan.

Cost is \$99. For more information, click [here](#).

HOW DO YOU COME ACROSS TO OTHERS?

Free HRDQ Webinar October 25 from 2-3 pm ET

Research shows that assertive behavior improves individual and organizational performance. The ability to influence others is critical to anyone in a leadership or sales role, and enormously useful to just about everybody else. But people aren't necessarily *born* with an assertive personality style— it's largely an acquired skill.

People are affected by how you act. Be aware of your impact on others. Do your best to have them see you in a positive light. Join Peggy Greenberg for this free webcast that will examine how understanding influence style can set the stage for skill development.

This free webinar is sponsored by HRDQ and is based upon research from Interpersonal Influence Inventory, a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. For more information and to register, click [here](#).

Has your email address changed? Help us keep you informed of Columbia Basin ASQ events and information by updating your contact information and email preferences at <http://www.asq.org/>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

OCTOBER 26 IS "MAKE A DIFFERENCE DAY"

(excerpt from Foresters Financial newsletter)

American humorist and political scientist Leo Rosten once said, "I think the purpose of life is to be useful, to be responsible, to be compassionate. It is, above all, to matter, to count, to stand for something, to have made some difference that you lived at all."

We should certainly strive to make a positive difference in the lives of others every day—it takes no effort to smile at a stranger, hold a door open for the person behind you, or let a car merge in front of you. On October 26, consider putting a bit of extra effort into making the world around you just a little better than it was.

October 26 is *Make a Difference Day*. Held annually on the fourth Saturday in October, it was created in 1992 to encourage community service. Now sponsored by USA Today, the initiative began in the United States, but it doesn't matter where in the world you are—you can join in and make a difference right in your own community.

Think about causes close to your heart, community organizations that might need your help, or simple acts of kindness you can do for those around you. If you need some help thinking of something special to do on Make a Difference Day, check out these ideas for inspiration:

Commit to volunteering at a local homeless shelter, animal shelter, food bank or community kitchen. These kinds of organizations are always in need of extra hands and would love to know that you are willing and able to support them.

Hold a teddy bear drive. Ask friends, family members and neighbors to donate new teddy bears, then drop them off at your local fire station. Firefighters give the bears to injured and frightened children they encounter on the job.

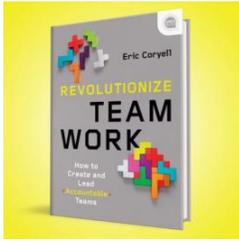
Donate to a food bank. Homeless shelters and food banks are always in need of items to stock their shelves. Check local food bank websites to find out what is most urgently needed.

Pick up litter. Bring along a pair of gardening gloves and a garbage bag when you go for your evening walk, and pick up any trash you see along the way.

Make a care package. If you have a friend going through a rough time, or a neighbor who just had surgery, or you know new parents who are probably sleep deprived and frazzled, put together a customized care package to help them through the day.

Spread the word. Tell your family and friends that October 26 is Make a Difference Day and encourage them to get involved

Go forth – and help others!



REVOLUTIONIZE TEAMWORK- HOW TO CREATE AND LEAD ACCOUNTABLE TEAMS

Book by Eric Coryell

Teamwork can be tricky, right? Finding (and keeping, and motivating) individuals who can

work together as a team is more challenging than you may think. In fact, research has shown that 86% of employees and executives cite "lack of collaboration or ineffective communication" for workplace failures.

So, what can you do to create and lead a team that not only works together for a common goal (a functional team), but also takes responsibility for their actions and puts the team's success above individual success (an accountable team)?

Taking a page from Facebook, author Eric Coryell has developed a teamwork model that creates trust, success, and true accountability. How? By redefining your team's model to be customer facing as opposed to reporting up!

In this 117-page book, the author identifies the different types of teams and provides a step-by-step process for creating an accountable team that works through real issues and is committed to success. For more information and to take a virtual tour of a portion of the book, click [here](#).

WHY ARE THEY ACTING THAT WAY?

Free HRDQ Webinar October 30 from 2-3 pm EDT

Self-understanding is a necessary precondition for learning and growth. If managers or employees lack insight into their personality style, neither formal training nor on-the-job experience will enable them to reach their full potential. Blind to their own behavioral patterns, they will continue to trip over themselves in the same old ways.

Using accurate, statistically reliable personality style assessments in employee-training and management development courses shed useful light on two critical questions: Why do I behave the way I do, and Why do others behave as they do? This interactive and informative webinar will delve into the world of personality assessments and how they can be used effectively in training.

HRDQ-U is a learning community for organizational trainers and facilitators, coaches and independent consultants, organization development professionals, managers responsible for training their teams; really anyone who has a passion for soft-skills training and performance improvement.

For more information about the October 30 webinar and to register, click [here](#).

PRACTICAL APPLICATIONS OF DESIGN FOR SIX SIGMA

Free Webinar October 30

Quality has become critical for business successes. However, numerous specific quality crises and problems have been traced to the way in which quality was designed in the first place. Design for Six Sigma (DFSS) is a powerful method aimed at improving the quality and robustness of products and services and reducing the "designed in" defects.

The ASQ Auto Division is offering a free webinar on October 30 from 7 pm to 8:30 (EDT). This webinar will provide a practical view of DFSS as it relates to Quality and Customer Experience. It is intended to help participants better understand the DFSS concepts. Included will be several examples of DFSS tools.

For more information and to register, click [here](#).

LEARN FROM THE LEADERS – Upcoming Training

November Courses in Richland

The Lucas Organization is offering the following performance training in November. Courses will be led by Joe Estey, Jason Brustad and Joe Estey, Jr.

Human Performance Improvement (HPI) Fundamentals

November 5 & 6 Cost: \$750

- Understanding HPI model, mindset, means & methods
- Why we make mistakes
- Project and work planning
- Work execution
- The learning organization

Leadership Fundamentals

November 7 Cost: \$350

- Review HPI model, mindset, means & methods
- 5 key competencies of managing performance
- Improving motivation and ability
- Improving communication
- Project and work planning

Causal Analysis

November 8 Cost \$350

- Understanding HPI model, mindset, means & methods
- Issue identification
- Determining the level of effort
- Methodologies and techniques

For more information and to enroll in one or all of these courses, click [here](#) or send an [email](#).



12TH ANNUAL SOUTHERN CALIFORNIA QUALITY CONFERENCE

November 1 & 2 in Pomona, CA

Southern California Quality Conference's mission is to provide a forum to like-minded professionals to exchange ideas and to provide personal development and quality business acumen. This is a great opportunity for learning and networking. The theme for this year's event is "Driving Transformation in the 21st Century."

Six workshops will be offered on November 1; topics include risk management, supplier management and quality tools. Cost for ASQ members for the workshops is \$125 (advance purchase). The conference is on November 2 and features several educational breakout sessions related to business excellence, compliance and risk management, quality tools and innovation. Featured keynote speakers are James Welch, Mara Bryant and Gina Woullard. Cost for the conference is \$115 for ASQ members (advance purchase). For more information, click [here](#).

BEGGARS' BANQUET FUNDRAISER FOR SAFE HARBOR

November 2 in Kennewick

The 2019 fundraiser for Safe Harbor Support Center and My Friends' Place will take place on November 2 from 4:30 pm to 9 pm at the Benton County Fairgrounds in Kennewick. This event features silent, live, and Tiny Tree auctions and the very popular Soup Tasting contest. Try all the soups and vote for your favorite!

This is a great opportunity to also learn more about their programs and how they benefit the local area. Single tickets are \$50 for the soup tasting and auctions. 100 Bowls VIP tickets (starts at 4:30 pm and includes a unique bowl and special appetizers and wines) are \$100. Click [here](#) for tickets.

CREATING A POSITIVE CULTURE: HOW TO CARE FOR, DELIGHT & RECOGNIZE YOUR TEAM

November 5 Seminar in Walla Walla

We all know the value of a positive culture in the workplace. Here's an opportunity to get some great tips for improving the atmosphere in *your* place of business.

Author Paul Casey will be joined by international motivational speaker Greg Kettner for this event. Seminar attendees will learn practical ideas on:

- Adding fun to the work atmosphere
- Learning what makes employees unique
- Developing a habit of affirming and celebrating team members

The seminar will be held at Hampton Inn & Suites in Walla Walla on November 5 from 8 am to 12 noon. Cost is \$69 per person. For more information, click [here](#).

VISIT TRI-CITIES 2019 ANNUAL MEETING & 50TH ANNIVERSARY CELEBRATION

November 12 in Kennewick

Visit Tri-Cities will celebrate its 50th anniversary with a luncheon on November 12 from noon to 1:30 pm at the Three Rivers Convention Center in Kennewick. The Annual Meeting, themed *Mission Not So Impossible*, will commemorate 50 years of the organization and showcase the importance of tourism in the Tri-Cities. Also included will be the announcement of the 2019 Excellence in Service and Tourism Champion award winners.

Cost is \$25. Doors open at 11:30, and the program starts promptly at noon. To purchase a table or individual tickets, click [here](#) or call (509) 735-8486 by November 4.

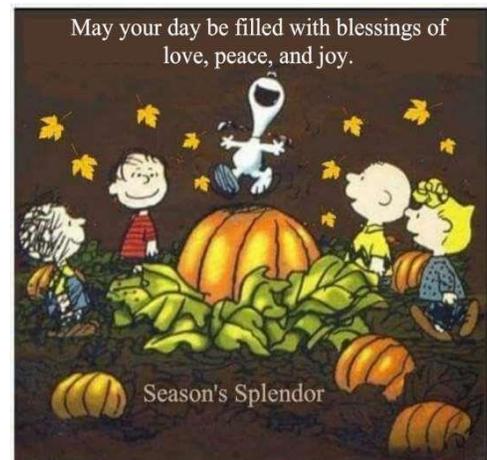
ASQ VANCOUVER QUALITY & BUSINESS CONFERENCE

November 21 – Surry (British Columbia)

ASQ Vancouver (Canada) will host their 6th annual Quality and Business Excellence Conference on November 21. The day-long event features speakers covering Lean, Six Sigma, business process improvement, personal excellence and many other topics.

With the theme "Breakthrough to Excellence," this conference features speakers, industry experts and thought leaders from the fields of Technology, Medical Devices, Communications, Marketing, Business, and Academia, who will deliver on a wide range of thought-provoking topics from the implications of the Fourth Industrial Revolution to Marketing your Brand through Telling the Right Story. All presentations include practical learning that attendees can take back and implement in their organizations right away.

Participation in the conference earns 0.8 RUs toward ASQ certification/recertification. Cost is \$175 for ASQ members. Save \$25 by registering by October 28. For more information, click [here](#).



HALLOWEEN FUN

Just doing our part to celebrate the upcoming holiday and to promote creative thinking...

1. Why don't skeletons fight each other?
2. Why do witches fly on brooms?
3. Why don't skeletons like parties?
4. What does a ghost call his mom and dad?
5. What is a mummy's favorite type of music?
6. Why do demons and ghouls hang out together?
7. What do goblins and ghosts drink when they're hot and thirsty on Halloween?
8. What is a vampire's favorite holiday?
9. What do you call two witches who live together?
10. What do skeletons say before eating?
11. Why did the ghost go into the bar?
12. What does a vampire fear most?
13. Why don't mummies take vacations?
14. Why is it hard for a ghost to tell a lie?
15. Why didn't the vampire have any friends?



Publication Information

This newsletter is published on a regular basis to inform members and potential members about Columbia Basin ASQ activities and other news/information that may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 81 members in Columbia Basin ASQ as of October 4, 2019.

| 2019 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2019 | |
|--|----------------|
| Section Chair | Jo Haberstok |
| Secretary | Robert Boykin |
| Treasurer | Kent Ozkardesh |
| Audit | Stephen Pottle |
| Membership Chair | Sam Adams |
| Certification/Recertification | Patrick Faulk |
| Nominating Chair | Robert Kuhlman |
| Webmaster | Steve Prevetie |
| Newsletter Editor | Robert Boykin |
| Publicity Chair (acting) | Jo Haberstok |
| Programs Chair (acting) | Jo Haberstok |
| Social Media Chair | Vacant |
| Education Chair | Vacant |
| Community Outreach Chair | Vacant |

Answers:

1. They don't have the guts
2. Vacuum cleaners are too heavy
3. They have no body to dance with
4. His transparents
5. Wrap music
6. Because demons are a ghoul's best friend
7. Ghoul-aid
8. Fangsgiving
9. Broom mates
10. Bone Appetit
11. For the boos
12. Tooth decay
13. They're afraid they'll relax too much and unwind
14. You can see right through them
15. He was a pain in the neck